
AGENDA
FOR THE REGULAR MEETING OF THE
LOS ANGELES COUNTY COMMISSION ON DISABILITIES

500 WEST TEMPLE STREET, ROOM 374A
LOS ANGELES, CALIFORNIA 90012

WEDNESDAY, MAY 18, 2011, 1:00 P.M.



Access

Board of Directors

16. Report on Access Board meeting attended by Kurt Hagen, Commission on Disabilities appointed Access Board representative. (Continued from the meeting of April 20, 2011.) (11-1916)

Report by, Kurt C. Hagen, member of the Board of Directors of Access Services, to the Los Angeles County Commission on Disabilities (LACCOD) at the May 18, 2011, regular meeting of the Los Angeles County Commission on Disabilities.

1. The most recent meeting of the Board of Directors was held on April 25, 2011. The following report addresses actions taken therein. Please note, this report does not cover any activity from March 2011, as that information was included in last month tabled report.

BOARD OF DIRECTORS MEETING—APRIL 25, 2011

2. **CLOSED SESSION**—The Board of Directors discussed three litigation cases currently outstanding: Chroman v. Access Services, Jerry Bradley v. Access Services and Arun Prem v. Access Services. There was no reportable action taken on any of these cases.

3. OPEN SESSION—The Board of Directors then recommenced the meeting in Open Session.
4. Superior Service Award—The February 2011 Superior Service Award recipient is Alejandro Garcia. Mr. Garcia works for Global Paratransit and has spent two years as a driver and five years as a dispatcher.
5. Superior Service Award—The March 2011 Superior Service Award recipient is Esmeralda Reyes. Ms. Reyes works for Global Paratransit is a driver since 2006.
6. Establishment of an Ad Hoc Budget Committee for Fiscal Year 2011/2012 – in accordance with procedures followed in previous years, and ad hoc budget committee has been set up to provide input and advise staff on the draft budget to be presented in the June meeting. The Board approved a motion to appoint Treasurer Joe Stitcher, Kurt Hagen, Sandy Varga, and Mike Greenwood to serve on this body.
7. Correction – add funds to eligibility contract C. A. R. E. Evaluators – this item was to correct a staff error from a previous meetings item. At its February 28, 2011 meeting, the Board approved staff's request for a one-year extension and a corresponding increase in funding for the C.A.R.E. contract. However, at the, staff understated the amount of additional funding needed by erroneously omitting the fixed monthly costs anticipated for the upcoming year. The board approved the increased amount of funding to complete a one-year extension.

8. Approval to Extend Contract with Corvel Enterprises – this item was passed to approve additional funding and to exercise the second option year of the contract. This contract covers Access Services Third-Party Administrator (TPA). Access contracts with Corvel to quickly evaluate and settle insurance claims under the new Self-Insured Retention program (SIR). In the first year of the SIR, CorVel investigated 368 claims against Access and has closed 294 of them. In the current year, CorVel has investigated 197 claims against Access through March of this year and, we estimate, will investigate around 260 claims through the end of the SIR year, a 30 percent decrease from the previous year.
9. Authorization of Funding For Back Up Service Providers – The current agreements for Backup Response and Third Party providers expire June 30, 2011. The Board authorized to extend and fund the multiple agreements for these services. This authorization includes the extension and funding of the Regional Backup Response Agreement with transportation service providers and the Third Party Agreement with transportation providers at a cost not to exceed \$115,000.00 for FY2011/12.
10. Approval to Extend Appeal Evaluation Service Contract – the board authorized modification of contract terms, increased funds, and the exercising of the first of three option years for the contract with Lori M. Grebb Petrie for certification appeal services. This authorization reflects modification of the period of performance to allow for a term of five base years, with the option to

extend, in one-year increments, for an additional three years.

Also, the board authorized an additional \$118,000 in funds and an extension in the period of performance from September 1, 2011 through August 31, 2012.

- Amendment of ASI-1465 – Foreign Language Telephone Interpreting Contract – the board authorized an additional \$165,000 in funds and an extension in the period of performance for one year, from August 1, 2011 through July 31, 2012. Since 2003, Pacific Interpreters has provided foreign language translation services for customers contacting Access Services Customer Support Center, eligibility center, and service contractors. The contract initially had a three-year base term, and option years. This authorization exercises the sixth option year.
- Approval to Cancel May 23, 2011 Board Of Directors Meeting – Due to scheduling conflicts with several members of the Board of Directors attending APTA Bus and Paratransit Conference, the board approved the capitalization of the regular May 23, 2011, Board of Directors meeting.
- Renewal Self-Insured Retention Automobile Liability Program – the Board of Directors authorized the continuation of the Self-Insured Retention (SIR) program for all automobile liability claims up to \$50,000 per claim.

The centralization and control of insurance program by access and its contracted Third-Party Administrator has allowed for control of the handling of all claims from the date of incident to final resolution through claims payment and/or litigation.

The projected increase of the SIR itself from \$1,228,000-\$1,500,000 is due to the fact that access will be receiving extension vehicles funded by a grant from Jobs Access Reverse Commute (JARC).

- Renewal Of Commercial Business Package Insurance – The Board authorized, in order to continue the Self-Insured Retention program, the renewal of insurance policies consisting of Excess Business Auto for revenue service vehicles, Comprehensive General Liability, Commercial Umbrella Liability, and Aggregate Stop Loss Coverage. This approval authorizes this renewal of insurance policies at a premium cost not to exceed \$750,000 for the policy period of June 21, 2011 to June 21, 2012.
- Authorize Extension of Contract with Insight Strategies, Inc. – The Board Authorized an Extension to the Contract with Insight Strategies for One Year, from July 1, 2011 through June 30, 2012. For this time period, the increase in the total contract not to exceed amount of \$125,000 was approved. This approval seeks to provide uninterrupted organizational leadership and individual/team development.

Since beginning to work with Insight Strategies in 2007, access has been receiving consultation and advisory services with varying teams throughout the entity including the Executive Director, Senior Management Team, and other individual teams and key employees. These fields have included team alignment, building organizational competencies, and the creation of an organizational leadership readiness program (now in its second year).

- Access Services Community Advisory Committee Board Request Form – The Community Advisory Committee (CAC) brought a form that they have designed the Board of Directors in order to improve their communication with the board regarding certain recommendations and concerns of the committee feels necessary for submission to the full Board. Due to time constraints, the Board of Directors tabled this motion until the June 2011 meeting.
- Selection of Southern Area Service Provider Contract – The Board Of Directors authorized the execution of the contract for transportation service in the Southern service area beginning September 1, 2011 and ending August 31, 2016, with Global Paratransit, Inc. (GPI) in an amount not to exceed \$122,252,664 for the five-year base period. Additionally, subject to Board approval, the contractor can be extended up to an additional five years in one-year increments as option years.

Service in this region is currently provided by GPI under a contract that ends September 1, 2011. In order to continue service in this region, a request for proposals (RFP) was issued on October 25, 2010. The scope of work includes standard next day/standing order tapes, Rancho Los Amigos shuttle service, and the new JARC funded "access to work" service.

By January 12, 2011, two proposals were received. The two entities making proposals were GPI and MV Transportation. Under preliminary review, both proposals were deemed responsive and both entities responsible.

The proposals were then reviewed and evaluated by a multiagency panel comprised of two access staff members and two representatives of local transit agencies familiar with both ADA paratransit and the work of Access Services. The proposers were interviewed on January 26 and follow up questions were posed, including a request for a Best and Final Offer, within forwarded to both proposers.

Based on the evaluation criteria detailed in the RFP, out of a possible 110 points maximum, GPI scored 99.75 and MV Transportation scored 95.84.

GPI was awarded the contract, under the terms specified, based upon its receipt of the highest evaluation score among the two proposers.

As corroborated by the numerous public comments, GPI has significantly improved on-time performance in the past fiscal year. It's on-time performance increased by 3.7% while facing a 12% increase in ridership.

- Approval to Amend the Funding Agreement between Access Services and the Los Angeles County Metropolitan Transportation Authority (LACMTA) for Security Services – The Board Of Directors authorized the Executive Director to amend the Memorandum of Understanding to provide LACMTA reimbursement for fraud investigation, incident response and accent reduction services in Los Angeles County excluding Santa Clarita and Antelope Valley in the amount of \$75,344 performed on behalf of Access Services for the period of May 1 through June 30, 2011.

The cost includes contribution to a Liability Pool associated with such services.

This approval seeks to assist Access Services in meeting the growing need for security services in providing ADA paratransit Los Angeles County. As a result, this agreement will further access services existing safety culture and will provide resources and support in numerous areas.

- Access Incident Response – the contracted agency will respond to all calls for enforcement needs, customer incidents, and driver incidents and any illegal actions on board and access vehicle. This would include, for example, drug or alcohol related usage, transportation, or sale of while using Access. The agreement will also provide for any threat investigation (physical, terrorist, or weapon). There will be a single point of contact for all patient providers with a direct number and e-mail to the Los Angeles County Sheriff's Transit Services Bureau Dispatch.
- Fraud Prevention – the contracted agency will investigate the issues surrounding fraud and/or the illegal utilization of Access Services customer identification cards aboard Access or any of the municipal agencies participating in the Free Fare Program, including Metrolink. Due to the monetary value the Access Services identification cards hold onto these other programs, the outcome could result in a reduction in unnecessary funds spent under fraudulent terms.

- Enhancement of Access Services Safety Culture – a heightened visual presence of participating security agency will be utilized during various aspects of the operation. The agency will be tasked with participation in safety meetings, vehicle rollouts, and accident/incident investigations. All of these functions will benefit both the Access Services customer and service provider staff.

Respectfully Submitted,



Date: May 18, 2011